**Iowa Department of
Administrative Services**

DAS

**Department of Administrative Services
Online Customer Satisfaction Survey
January 2008 – June 2008
Results Summary**

Prepared by

DAS LEARN AT PDS Performance &
Development Solutions

**Performance & Development Solutions
DAS-Human Resources Enterprise**

September 2008

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Project Overview

The purpose of the semi-annual survey is to gather periodic feedback from customers regarding their recent experiences with DAS and the services purchased and/or received through each of the four DAS enterprises.
- – General Services Enterprises (GSE)
- – Information Technology Enterprise (ITE)
- – Human Resource Enterprise (HRE)
- – State Accounting Enterprise (SAE)

Additional questions gathered feedback about DAS-CORE functions, including:
- – DAS Customer Service Center
- – eDAS Online Ordering System
- – eDAS bill
- – DAS Finance

Survey Distribution and Response

PDS conducted the online Customer Satisfaction Survey in September, 2008

- – The purpose of the semi-annual survey is to gauge customer satisfaction with services purchased/received from DAS during January 2008 – June 2008.
- – PDS developed, programmed and hosted the online Customer Satisfaction Survey using SurveyMonkey.com.
- – The Department of Administrative Services provided the list of names and e-mail addresses for customers who had purchased and/or received services in January 2008 – June 2008, as recorded through eDAS.
- – PDS sent a total of 229 email invitations on September 2, 2008. 219 emails were delivered successfully.
- – On September 12, 2008, a follow-up email was sent to 155 individuals who received the initial invitation but had yet to respond.
- – PDS sent a survey invitation to 6 DAS employees who were authorized users for viewing the monthly eDAS bill.
- – The survey was closed at 4:00 p.m. September 12, 2008.

In total, 87 respondents began the Customer Satisfaction Survey. Of those, 68 respondents completed the survey providing a response rate of 30.7%. In January of 2008, 445 were invited to take the survey, with 150 respondents completing providing a response rate of 33.7%. In July of 2007, there were 70 respondents to the survey.

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DAS Customer Satisfaction Score

In previous DAS Customer Satisfaction surveys conducted by Essman Research, the measure recorded in the DAS Scorecard was found by taking a basic average of each response and calculating the percent of customers with an average response of 7.0 or higher for DAS products/services.

Result Based on September 2008 Survey Data	Percent
Percentage of Customers with an average response of a "7" or higher	36.84%
Percentage of Customers with an average response of a "6" or higher	56.58%
Percentage of Customers with an average response of a "5" or higher	86.84%

Note: While 87 took the survey, 19 people either did not complete the survey or did not answer any scored questions. The above percentages are based on the 68 responses with scores.

This June 2008 DAS Customer Satisfaction Survey was analyzed using a weighted average as started in the January 2008 Customer Satisfaction Survey. Significant survey design changes from past surveys to allow for more detailed responses and ratings by service, not just enterprise, also allowed respondents to select "N/A" or skip questions relating to services they did not utilize over the past six months. Therefore, a "weighted average" was calculated based on the number of people that actually responded on the service in the question, not necessarily the number of people that passed through the question set.   This weighted average is a more accurate and meaningful rating than a basic average or response percentage.

Enterprise	Average Score
SAE	7.73
HRE	6.53
GSE	6.12
ITE	5.25
Overall DAS	**6.06**

Survey Results

For each DAS enterprise (GSE, ITE, HRE, and SAE), respondents rated the cost, timeliness, quality, and customer service for specific enterprise services (Scale of 1-10).

State Accounting Enterprise (SAE)

SAE	Score	Response Count	Timeliness	Quality	Customer Service
Daily Processing	7.77	40	7.75	7.85	7.73
Payroll	8.11	32	7.91	8.16	8.26
I/3	7.41	44	7.27	7.20	7.77
Average Score	7.73	116	7.61	7.69	7.89

Human Resources Enterprise (HRE)

HRE	Score	Response Count	Cost	Timeliness	Quality	Customer Service
PDS Training	6.94	20	6.50	7.25	7.00	7.00
Benefits	7.38	26	6.42	7.69	7.69	7.72
Personnel Officers	6.15	26	5.27	6.58	6.33	6.42
Employment	5.92	21	5.27	6.05	6.14	6.24
Labor Relations	5.96	12	5.31	6.36	6.08	6.17
Average Score	6.53	105	5.79	6.86	6.73	6.78

General Services Enterprise (GSE)

GSE	Score	Response Count	Cost	Timeliness	Quality	Customer Service
Custodial Maintenance	6.84	19	6.61	6.79	6.95	7.00
Mail	6.18	31	5.94	6.00	6.21	6.61
Purchasing/ Procurement	6.51	37	6.20	6.37	6.50	7.03
Fleet	5.75	37	5.71	5.56	6.09	5.66
Locksmith	6.31	14	5.92	6.64	6.57	6.08
Architectural and Engineering Services	6.48	15	5.73	6.00	6.80	7.31
Electrical Services	6.32	17	5.44	6.25	6.88	6.81
Vertical Infrastructure	6.53	13	6.23	6.36	6.50	7.00
Building Maintenance	5.38	18	4.95	5.06	5.88	5.67
Grounds Maintenance	6.24	13	5.69	6.25	6.38	6.62
Mechanical Services	5.00	17	4.76	4.88	4.88	5.44
Capitol Complex Planning	5.62	5	5.60	5.00	5.60	6.17
Facility Rental	6.61	8	5.89	6.25	7.00	7.33
Lease and Space Management	5.94	17	5.63	5.63	5.87	6.69
Average Score	6.12	261	5.78	5.96	6.29	6.49

Information Technology Enterprise (ITE)

ITE	Score	Response Count	Cost	Timeliness	Quality	Customer Service
Service/Help Desk Services	5.68	35	4.51	5.77	5.83	6.64
E-mail, Common Directory, and BlackBerry Services	5.98	31	4.81	6.03	6.39	6.79
Desktop Services	5.37	23	4.48	5.33	5.74	5.95
Printing and Copying Services	4.99	23	4.50	4.96	5.32	5.24
Network Services	5.08	27	4.26	5.11	5.25	5.76
Security	4.89	21	4.43	4.76	5.36	5.05
Mainframe processing and related services	5.22	21	4.48	5.23	5.50	5.83
Web Application or Server Hosting	5.30	23	4.63	5.26	5.75	5.59
Database Service	4.90	21	4.36	4.81	4.86	5.68
Data Center/Server Farm Colocation	4.67	18	4.20	4.50	5.06	5.00
Application Development and Support	5.04	21	4.25	5.05	5.23	5.57
Average Score	5.25	264	4.47	5.24	5.54	5.83

Average Scores for Cost, Quality, Timeliness, and Customer Service:

Measure: Cost	
Enterprise	Average Score
SAE	N/A[†]
HRE	5.79
GSE	5.78
ITE	4.47
Overall DAS*	5.23

Measure: Quality	
Enterprise	Average Score
SAE	7.69
HRE	6.73
GSE	6.29
ITE	5.54
Overall DAS*	6.24

Measure: Timeliness	
Enterprise	Average Score
SAE	7.61
HRE	6.86
GSE	5.96
ITE	5.24
Overall DAS*	6.03

Measure: Customer Service	
Enterprise	Average Score
SAE	7.89
HRE	6.78
GSE	6.49
ITE	5.83
Overall DAS*	6.46

[†] SAE cost was not evaluated in this survey.
*Overall DAS average is determined based on actual count of respondents.

Responses by Organization:

This table demonstrates responses to Q1 and Q2.

Agency	# of Respondents	Average Score
Corrections	11	7.04
Human Services	11	5.86
No Response, left question blank	7	6.12
Judicial Branch	6	7.79
Administrative Services	5	5.58
Commerce	4	6.96
None of the Above	3	6.24
Public Health	3	5.70
Education	3	6.48
Iowa Finance Authority	2	5.74
Transportation	2	6.50
Iowa Workforce Development	2	5.03
Veteran's Affairs	2	5.39
College Student Aid Commission	2	7.46
Natural Resources	2	6.05
Human Rights	2	6.04
Inspections & Appeals	2	4.66
Civil Rights	1	5.32
Elder Affairs	1	7.63
IPERS	1	6.09
Public Defense	1	7.36
Cultural Affairs	1	8.08
Lottery	1	7.73
Secretary of State	1	6.55
Regents, Board of	1	8.97
Economic Development	1	7.38
Iowa Public Television	1	
Public Safety	1	5.26
Auditor of State	1	9.23
Justice (Attorney General)	1	6.81
Revenue	1	7.91
Iowa Ethics & Campaign Disclosure Board	1	5.00
Governor's Office of Drug Control Policy	1	
Iowa Vocational Rehabilitation Services	1	8.13
Legislature	1	2.92
Total (non-adjusted or weighted)	**87**	**6.40**

Help Desks and DAS Core Services:

For several help desk and DAS Core services, respondents were asked separate questions on a scale of "strongly disagree", "disagree", "neither agree nor disagree", "agree", and "strongly agree". For scoring purposes, these were translated into a 1-5 scale where 1 is "strongly disagree" and 5 is "strongly agree".

This table demonstrates responses to Q19, Q36, Q39, and Q47.

	ITE Service Desk Staff	I/3 Functional Help Desk	DAS Customer Service Staff	DAS Finance Staff
Number of respondents	33	35	19	38
Were helpful, courteous and professional	4.12	4.23	4.47	4.13
Were available to assist me	3.91	3.94	4.47	3.91
Responded to my needs in a timely manner	3.82	3.91	4.11	4.03
Provided me with clear, concise and correct information	3.85	4.03	4.00	3.78
Were a valuable resource to me	3.88	4.00	3.95	3.78
Overall	3.92	4.02	4.20	3.93

This table demonstrates responses to Q42 and Q44.

	eDAS Online Ordering System	eDAS Bill
Number of respondents	15	50
Is easy to use.	3.40	3.38
Is easy to understand.	3.47	3.28
Placed my order accurately / was accurate	3.60	3.18
Is a valuable tool for me.	3.40	3.36
Overall	3.47	3.30

Observations and Recommendations for next survey

The next DAS Customer Satisfaction Survey should be distributed on January 15, 2009 to measure services provided July 2008 – December 2008. The following items should be considered prior to distribution:

- The DAS overall satisfaction score dropped significantly from 6.79 to 6.06 in a six-month period. The largest drop was experienced by ITE which moved from a score of 6.19 to 5.25. This could possibly be attributed to cost, which dropped significantly from 5.73 to 4.47. Still, all areas of DAS experienced a drop. The largest drops occurred in the areas of GSE Fleet and Mechanical Services and ITE Printing & Copying and Service/Help Desk Services. The only areas to improve include GSE Facility Rental (with a noticeable increase of 1.73 in the area of customer service), Lease & Space, Grounds Maintenance, and HRE Benefits.
- The DAS Customer Service Survey is distributed only to individuals who are credited in eDAS and is not necessarily the end-user of the service. A more appropriate customer pool will yield more accurate and higher quality results. Several comments made by participants substantiate this recommendation.
- There are some specific issues raised against some of the enterprises in comments. A less general survey that is sent out on behalf of the individual enterprises could allow a respondent to focus on issues and recommendations, targeting needs for improvement.
- It is a consistent comment among surveys that it is too long. There is also a large pool of respondents who begin but do not finish the survey as well as a majority who do not begin the survey. Again, individual surveys sent on behalf of the enterprises could increase response rate and quality of the responses.
- The most substantial drop occurred in the area of cost. It is typical that costs will change in a fluctuating economy, but that does not mean customers will always understand that. It is also typical for people to look negatively on several aspects, such as quality or customer service, when they do not feel they are receiving value, In order to create a more empathetic customer base, it is suggested that a customer communication plan be created in order to help those who use our services to understand why pricing exists as it does as well as design future communications when costs are forced to fluctuate.
- Timeliness, Quality, and Customer Service all experienced an average drop of half what Cost dropped. This could be a typical response due to the negative feelings of Cost. It is recommended to keep a close eye on these areas in future surveys to determine if this is an adjustment or a trend.

APPENDICES

Survey Detail for Each Enterprise

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Iowa Department of Administrative Services
Online Customer Satisfaction Survey
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Appendix A: General Services Enterprise (GSE)

Services scored in the survey:
- Architectural and Engineering Services
- Building Maintenance (Carpentry, concrete, painting)
- Capitol Complex Planning
- Custodial Maintenance
- Electrical Services
- Facility Rental for Capitol Complex Events
- Fleet
- Grounds Maintenance (Nursery, snow removal and grounds Care)
- Lease and Space Management
- Locksmith
- Mail
- Mechanical Services (Fire alarms, heating, cooling)
- Purchasing/Procurement
- Vertical Infrastructure

Type and Frequency of Interaction:

This table demonstrates responses to Q4. Multiple responses allowed.

How did you interact with GSE?	Total 64*
Received services	27 42.19%
Ordered services	42 65.63%
Reviewed/Paid Invoices for Services	44 68.75%
Other • Attempted to obtain documentation on flood related costs • Contacted DAS - Customer Service • Contacting the customer help line at 1.5120	3 4.69%

* 64 people responded that they interacted with GSE during the past six months.

This table demonstrates responses to Q5.

How often did you utilize the following GSE services?	1-10 Times	11-20 Times	21-30 Times	31+ Times	Never
Custodial Maintenance	4	1	2	13	36
Mail	9	3	5	17	21
Purchasing/Procurement	16	10	8	12	11
Fleet	26	8	4	4	14
Locksmith	11	0	0	0	43
Architectural and Engineering Services	11	1	1	2	38
Electrical Services	17	2	0	0	36
Vertical Infrastructure	9	3	0	0	40
Building Maintenance	15	2	1	0	36
Grounds Maintenance	4	0	0	4	44
Mechanical Services	8	2	2	4	39
Capitol Complex Planning	4	1	0	0	48
Facility Rental	8	0	0	0	44
Lease and Space Management	10	2	2	2	39

Level of satisfaction with Cost, Timeliness, Quality, and Customer Service:
A 10-point scale was used where ONE meant VERY DISSATISFIED and TEN meant EXTREMELY SATISFIED.

This table demonstrates responses to Q6, Q7, Q8, Q9, and summary information.

GSE	Score	Response Count	Cost	Timeliness	Quality	Customer Service
Custodial Maintenance	6.84	19	6.61	6.79	6.95	7.00
Mail	6.18	31	5.94	6.00	6.21	6.61
Purchasing/ Procurement	6.51	37	6.20	6.37	6.50	7.03
Fleet	5.75	37	5.71	5.56	6.09	5.66
Locksmith	6.31	14	5.92	6.64	6.57	6.08
Architectural and Engineering Services	6.48	15	5.73	6.00	6.80	7.31
Electrical Services	6.32	17	5.44	6.25	6.88	6.81
Vertical Infrastructure	6.53	13	6.23	6.36	6.50	7.00
Building Maintenance	5.38	18	4.95	5.06	5.88	5.67
Grounds Maintenance	6.24	13	5.69	6.25	6.38	6.62
Mechanical Services	5.00	17	4.76	4.88	4.88	5.44
Capitol Complex Planning	5.62	5	5.60	5.00	5.60	6.17
Facility Rental	6.61	8	5.89	6.25	7.00	7.33
Lease and Space Management	5.94	17	5.63	5.63	5.87	6.69
Average Score	6.12	261	5.78	5.96	6.29	6.49

Survey Comments:

This table demonstrates comment responses to Q6 – Q10.

General Services Enterprise (GSE)
Cost
The only concern I have is how cold part of second floor of the Lucas Building is. Some spots registered 65 degrees for most of the summer months, and many staff needed to use heaters in their cubicles during that time period. Hopefully that will change with the change in the temperature parameters implemented by Governor Culver. The maintenance staff was contacted on several occassions to discuss the cold environment. The maintenance staff was very good to work with even though there wasn't anything that they could do to make it better for us. All that could be done at the time was being done.
Can't seem to get major amt of cold air eliminated in the area - we have been freezing all summer
Payment only
Timeliness
still no resolution
Not involved with services
Quality
I don't know enough about the infrastructure of the Lucas Building to answer this question.
contracts renewal is slow to get started
Not involved with services
Customer Service
Monthly reports waste too much paper and aren't always accurate
Very difficult time getting documentation for flood claim
no contact
Not involved with services

Overall
Since IDED is off complex our interaction is limited. We have been very satisfied with quality, service and price.
Don't feel like we have any say in how much we purchase or transfer vehicles for. We may want to keep a vehicle if we are only going to get $XX out of it.
Our main concern with customer service issues is there is no follow-up after calls are made. The agency is not aware if there was a response, whether the issue can be fixed, or when this will occur. This happens in particular with heating/cooling issues, but on other service requests as well.
Need changes in Fleet.
I do not come in contact with the products from GSE. I see the costs and billings
Whenever you call the customer service desk, it seems like it takes at least a day to get anyone to complete, or even look at an order.
response time to issues reported to the DAS General Customer service phone is lacking
You billing system is messed up. The bills are difficult to access, make no sense to their organization, and in general, are redundant. Also, your employees do not understand the billing system either.
the Office Max office supply billing through EDAS needs expanded to include more object codes to   eliminate the need for a JV in I/3 to correct
Printing department is where I had most problems in.
Their customer service desk sends callers all over DAS trying to find the right person - they don't know who does what. That is frustrating for the customers when they are sent to the wrong person who then has no idea who to put them in contact with.
Payments only. Good response when needed.

Appendix B: Information Technology Enterprise (ITE)

Services scored in the survey:
- Architectural and Engineering Services
- Application Development and Support
- Database Service
- Desktop Services
- Email, Common Directory, and BlackBerry Services
- Service/Help Desk Services
- Mainframe processing and related services
- Network Services
- Printing and Copying Services
- Security
- Web Application or Server Hosting
- Data Center/Server Farm Colocation

Type and Frequency of Interaction:

This table demonstrates responses to Q12. Multiple responses allowed.

How did you interact with ITE?	Total 53*
Received services	21 39.62%
Ordered services	29 54.72%
Reviewed/Paid Invoices for Services	36 67.92%
Other ▪ New position with new software requirements	1 1.89%

* 53 people responded that they interacted with ITE during the past six months.

This table demonstrates responses to Q13.

How often did you utilize the following ITE services?	1-10 Times	11-20 Times	21-30 Times	31+ Times	Never
Service/Help Desk Services	18	9	4	6	5
E-mail, Common Directory, and BlackBerry Services	11	4	3	15	10
Desktop Services	7	6	2	4	21
Printing and Copying Services	9	4	2	6	19
Network Services	11	6	4	7	13
Security	9	4	3	5	19
Mainframe processing and related services	6	6	2	9	18
Web Application or Server Hosting	9	4	1	8	18
Database Service	7	9	1	2	21
Data Center/Server Farm Colocation	3	5	3	4	25
Application Development and Support	6	7	2	2	23

Level of satisfaction with Cost, Timeliness, Quality, and Customer Service:
A 10-point scale was used where ONE meant VERY DISSATISFIED and TEN meant EXTREMELY SATISFIED.

This table demonstrates responses to Q14, Q15, Q16, Q17 and summary information.

ITE	Score	Response Count	Cost	Timeliness	Quality	Customer Service
Service/Help Desk Services	5.68	35	4.51	5.77	5.83	6.64
E-mail, Common Directory, and BlackBerry Services	5.98	31	4.81	6.03	6.39	6.79
Desktop Services	5.37	23	4.48	5.33	5.74	5.95
Printing and Copying Services	4.99	23	4.50	4.96	5.32	5.24
Network Services	5.08	27	4.26	5.11	5.25	5.76
Security	4.89	21	4.43	4.76	5.36	5.05
Mainframe processing and related services	5.22	21	4.48	5.23	5.50	5.83
Web Application or Server Hosting	5.30	23	4.63	5.26	5.75	5.59
Database Service	4.90	21	4.36	4.81	4.86	5.68
Data Center/Server Farm Colocation	4.67	18	4.20	4.50	5.06	5.00
Application Development and Support	5.04	21	4.25	5.05	5.23	5.57
Average Score	5.25	264	4.47	5.24	5.54	5.83

ITE Service Desk Feedback:
A 5-point scale was used where ONE meant STRONGLY DISAGREE and FIVE meant STRONGLY AGREE.

This table demonstrates responses to Q19.

The ITE Service Desk Staff…	Score
Number of respondents	33
Were helpful, courteous and professional	4.12
Were available to assist me	3.91
Responded to my needs in a timely manner	3.82
Provided me with clear, concise and correct information	3.85
Were a valuable resource to me	3.88
Overall	**3.92**

Survey Comments:

This table demonstrates comment responses to Q14 – Q17, Q19, and Q20.

Information Technology Enterprise (ITE)
Cost
someone in our office more familiar w/ITE will need to answer questions about application dev etc
All of your services are took expensive. Agencies were blindsided by the new rates and ITE is not willing to work with agencies.
cost was raised WAY TOO MUCH
amount of rebates indicates how much have been over charged in the past
Timeliness
Our project was one year past due. I am sure we would still be working on it if we hadn't be told it had to be done by a certain time.
response time to invoice questions is always extremely quick
Quality
I know ITE has the skill and technology to do any project but we were told by one IT Specialist that he did not want to do what we requested and he didn't do it. In the development process anytime we requested something be changed the project manager kept saying that a change order. She wouldn't listen.
We've had multiple problems with these services over the past 6 months, but my feeling is it is related to communication between the areas within ITE and note the staff, who are always helpful and timely with answers and assistance.
Customer Service
What customer service? These people don't provide customer service. They tell you what you need even though they don't know anything about your program. At one meeting we were told to sit-down, shut up and listen to the presentation.
Costs are too high.
ITE Service Desk
No Comments Made
Overall
Average wait time was over 25 mins to have a call answered at their help desk and then told they couldnt help. Costs for all services are out of line, savings have never been realized. Our costs have gone up dramatically since "partnering with ITE and our service availability has gone down
I download the Edas billings for PACE each month.
It is becoming increasingly difficult and costly to work on new computer applications with ITE.
Working on a project with ITE is one of worst experience I have ever had. I am not a technology person but I know my program. There needs to be someone who works as a bridge between ITE and their customers. If the project manager is suppose to be the bridge she didn't do a very good job. ITE wrote the requirements document and it looked good. What they didn't tell us was they would be ones to interpret the document we had no say. The project was a year past due. When ITE was ask why the project was past due they said I kept changing my mind. I didn't keep changing my mind ITE DID NOT LISTEN. I believe ITE thinks they have technology so nothing else matters. Technology is a waste of time if it dosen't meet the needs of the customer. We now have program that needs a lot of work done on it. ITE can move onto another project we have to live with this program until it can be fixed. I would not recommend ITE to other customers and I hope I never have to work with them again.
We have had many challenges with ITE over the past 6 months, which I believe is related to communication between the areas of ITE, and isn't a reflection on the work we receive from staff, as their assistance is always appreciated. Other problems seem to stem from an inability of the area I work with most closely to adequately plan, meet deadlines and meet expectations.

Mostly I review bills
Disliked the lack of response from specific individuals at ITE.
All the staff at the ITE servcie desk are GREAT! Always assisting our agency in a timely manner.
They ask for very detailed information, then enter our calls so that they can be responded to. I ususally find that my detailed information has not been correctly/accurately passed on, if at all. However, they are always courteous and as helpful as they can be. (The people who answser the phones)

Appendix C: Human Resources Enterprise (HRE)

Services scored in the survey:
Benefits
• Workers' Compensation
• Group Insurance
• Deferred Compensation
• Flexible Spending
• Employee Assistance Program
• Health and Safety

Employment
• Diversity
• Affirmative Action
• Application Intake
• Recruitment
• Temporary Employment Services
• Classification
• Compensation

Program Delivery Services
• Personnel Officers
• Labor Relations
• Training and Development (PDS Training)
• Workforce Planning
• Performance Evaluation

Type and Frequency of Interaction:

This table demonstrates responses to Q22. Multiple responses allowed.

How did you interact with HRE?	Total 40*
Received services	12 30.00%
Ordered services	26 65.00%
Reviewed/Paid Invoices for Services	26 65.00%
Other • Advice on benefits, IB	3 7.50%

* 40 people responded that they interacted with HRE during the past six months.

This table demonstrates responses to Q23.

How often did you utilize the following HRE services?	1-10 Times	11-20 Times	21-30 Times	31+ Times	Never
Benefits	15	6	2	5	11
Employment	17	3	2	2	11
Labor Relations	9	2	0	2	22
PDS Training	10	5	3	1	16
Personnel Officers	9	6	4	8	11

Level of satisfaction with Cost, Timeliness, Quality, and Customer Service:
A 10-point scale was used where ONE meant VERY DISSATISFIED and TEN meant EXTREMELY SATISFIED.

This table demonstrates responses to Q24, Q25, Q26, Q27, and summary information.

HRE	Score	Response Count	Cost	Timeliness	Quality	Customer Service
PDS Training	6.94	20	6.50	7.25	7.00	7.00
Benefits	7.38	26	6.42	7.69	7.69	7.72
Personnel Officers	6.15	26	5.27	6.58	6.33	6.42
Employment	5.92	21	5.27	6.05	6.14	6.24
Labor Relations	5.96	12	5.31	6.36	6.08	6.17
Average Score	6.53	105	5.79	6.86	6.73	6.78

Survey Comments:

This table demonstrates comment responses to Q24 – Q28.

Human Resources Enterprise (HRE)
Cost
No Comments Made
Timeliness
Getting an answer on implementation of a salary study we intiated is taking too long.
Quality
No Comments Made
Customer Service
No Comments Made
Overall
In general, we are very happy with HRE. Our only concern is that it is often difficult to reach someone with benefit questions.
I deal with billing and budget
Appreciate the quick responses provided by our personnel officer.
On line training is wonderful

Appendix D: State Accounting Enterprise (SAE)

Services scored in the survey:
- Daily Processing
- Payroll
- I/3

Type and Frequency of Interaction:

This table demonstrates responses to Q30. Multiple responses allowed.

How did you interact with SAE?	Total 49*
Received services	14 28.57%
Ordered services	32 65.31%
Reviewed/Paid Invoices for Services	30 61.22%
Other • Consulted for advice • Questions concerning I/3	2 4.08%

* 49 people responded that they interacted with SAE during the past six months.

This table demonstrates responses to Q31.

How often did you utilize the following SAE services?	1-10 Times	11-20 Times	21-30 Times	31+ Times	Never
Daily Processing	5	4	7	23	5
Payroll	11	6	6	9	9
I/3	3	11	9	23	2

Level of satisfaction with Timeliness, Quality, and Customer Service:
A 10-point scale was used where ONE meant VERY DISSATISFIED and TEN meant EXTREMELY SATISFIED. As SAE operates with appropriated funds, Cost was excluded as a measure.

This table demonstrates responses to Q32, Q33, Q34, Q35, and summary information.

SAE	Score	Response Count	Timeliness	Quality	Customer Service
Daily Processing	7.77	40	7.75	7.85	7.73
Payroll	8.11	32	7.91	8.16	8.26
I/3	7.41	44	7.27	7.20	7.77
Average Score	**7.73**	**116**	**7.61**	**7.69**	**7.89**

I/3 Functional Help Desk Feedback:
A 5-point scale was used where ONE meant STRONGLY DISAGREE and FIVE meant STRONGLY AGREE.

This table demonstrates responses to Q36.

The I/3 Functional Help Desk Staff…	Score
Number of respondents	35
Were helpful, courteous and professional	4.23
Were available to assist me	3.94
Responded to my needs in a timely manner	3.91
Provided me with clear, concise and correct information	4.03
Were a valuable resource to me	4.00
Overall	**4.02**

Survey Comments:

This table demonstrates comment responses to Q32 – Q37.

State Accounting Enterprise (SAE)
Timeliness
Sometimes I/3 help desk solves problems quickly. Other times not so quick, but they should at least give a timeline.
I3 does not work like it should. The I3 team always seems to have an excuse why the system does not function correctly.
Quality
Very friendly and knowledgeable
Customer Service
Friendly, but sometimes don't follow-up
I/3 Functional Help Desk
Don't alway follow-up letting me know they are working on solving my issue
Overall
Appreciate that I can rely on Accounting Enterprise to go to for advise.
Resolving an issue with a vendor on the held warrant program took entirely too long to resolve. Services that we paid for were held back because of an issue with another agency; the details were never shared with us. DAS staff was courteous, and tried to help us, but the secrecy of what was going on was frustrating. We understand the concept, but innocent agencies should not be put at a disadvantage because of this program.
Changes to the I-3 and Data Ware house systems to come at the same time as the end of the year processing. Causing backlogs in the system at a time of the year that is critical was a poor decision
Problems in the printing department.

Appendix E: DAS-Core

Services scored within the survey:
- DAS Customer Service Center
- eDAS Online Ordering System
- eDAS bill
- DAS Finance

DAS Customer Service Staff Feedback:
A 5-point scale was used where ONE meant STRONGLY DISAGREE and FIVE meant STRONGLY AGREE.

This table demonstrates responses to Q39.

DAS Customer Service Staff…	Score
Number of respondents	19
Were helpful, courteous and professional	4.47
Were available to assist me	4.47
Responded to my needs in a timely manner	4.11
Provided me with clear, concise and correct information	4.00
Were a valuable resource to me	3.95
Overall	**4.20**

eDAS Online Ordering Frequency and Feedback:
A 5-point scale was used where ONE meant STRONGLY DISAGREE and FIVE meant STRONGLY AGREE.

This table demonstrates responses to Q41.

How often did you utilize the eDAS Online Ordering System?	1-10 Times	11-20 Times	21-30 Times	31+ Times	Never
Number of Times Used	0	7	1	4	0

The eDAS Online Ordering System…	Score
Number of respondents	15
Is easy to use.	3.40
Is easy to understand.	3.47
Placed my order accurately.	3.60
Is a valuable tool for me.	3.40
Overall	3.47

eDAS Bill Feedback:
A 5-point scale was used where ONE meant STRONGLY DISAGREE and FIVE meant STRONGLY AGREE.

This table demonstrates responses to Q42.

The eDAS bill…	Score
Number of respondents	50
Is easy to use.	3.38
Is easy to understand.	3.28
Is accurate	3.18
Is a valuable tool for me.	3.36
Overall	**3.30**

This table demonstrates responses to Q45.

Have you attended eDAS training?	Total 50
Yes	23 46%
No	27 54%

* 63 people responded that they interacted with the eDAS bill during the past six months.

DAS Finance Staff Feedback:
A 5-point scale was used where ONE meant STRONGLY DISAGREE and FIVE meant STRONGLY AGREE.

This table demonstrates responses to Q47.

DAS Finance Staff…	Score
Number of respondents	32
Were helpful, courteous and professional	4.13
Were available to assist me	3.91
Responded to my needs in a timely manner	4.03
Provided me with clear, concise and correct information	3.78
Were a valuable resource to me	3.78
Overall	**3.93**

Survey Comments:

This table demonstrates comment responses to Q39, Q41, Q44, Q47, and Q48.

Customer Service
No Comments Made
eDAS Ordering
agency's need to be trained and informed about what is out there - do not just assume we know
I don't use it enough to know how to access all of the different types of services I wanted. It wasn't self expanitory - I didn't know how to look up cetain things and it didn't make sense in the way that they were listed.
eDAS Bill
On the download, need to be able to have Unit/Object Class/Object Code. Also, need an easy way to have all information on one page, rather than pieces here and there.
The eDas bill does not always match what shows up in the Data Warehouse FSR reports.
website could be more user-friendly, especially the reports section. A good search engine would be a big plus (instead of having to manually pick through Excel reports)
We need this system to be more printable for billing purposes.
For ITE Services, the detail data is too volumeness to download
The system should be easy enough to use that I do not have to spend my valuable time taking more classes.
need to expand object codes to match Office Max
There was confusion over a "Credit" that didn't appear on bills. That took time for two of us to try to figure what was going on there.
DAS Finance
Sometimes, our payment of invoices is not recognized by DAS and I have to relocate the payments for them.
No detail on some ACH's
Excellent support from the Finance and e-das staff
See previous comment

Appendix F: Additional Comments for DAS

This table demonstrates comment responses to Q48.

General Comments
This survey is TOO LONG - break it up
There was one IT Specialist who did know what he was doing and was interested in providing a program that meets our needs.
We appreciate the time and effort the EDAS team spends on resolving issues. They try very hard to accomodate our needs.
I did the HR on-line trainings regarding RIC, benefits and retirements. I found them helpful and passed along information to our staff. I very much appreciate the new resource for those employees not in Des Moines to still have a way of contact for training and information.

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Iowa Department of Administrative Services
Online Customer Satisfaction Survey
Prepared by: Performance & Development Solutions – DAS/HRE